

In the claims:

1. (Currently amended) A workflow management method for processing a drug prescription in a pharmacy, the method being performed by execution of a computer readable program by a computer system, the method comprising:
  - receiving a drug prescription transaction including one or more prescriptions;
  - entering data related to the drug prescription transaction into the computer system to initiate the drug prescription transaction;
  - estimating and recording in the computer system a date and a time by which the drug prescription transaction will be fulfilled and available to a customer for pick up, wherein estimating a date and a time for pick up includes entering an estimated pick up time, the estimated pick up time being determined relative to an estimated pick up time for one or more of a plurality of other prescription transactions requiring fulfillment and arranged in at least one work queue stored in the computer system in accordance with their pick up times;
  - checking the pharmacy drug inventory to confirm whether the one or more prescriptions of the prescription transaction can be fulfilled;
  - receiving data related to an insurance adjudication review or a refill authorization of the prescription transaction;
  - resetting in the computer the estimated pick up time of the prescription transaction in response to receiving data related to at least one of: (i) insufficient drug inventory for fulfillment of the one or more prescriptions, (ii) problems associated with the insurance adjudication review, and (iii) a number of prescription transactions in the work queue,

and, if the prescription transaction cannot be fulfilled within a maximum period of time identified by the computer system; recording a reset estimated pick up time of the prescription transaction in the computer system;

entering the prescription transaction in the work queue for fulfillment; and prioritizing in real time the position of the prescription transaction in the work queue in accordance with its estimated pick up or reset estimated pick up time relative to the pick up times of the other prescription transactions in the work queue.

2. (Previously presented) The workflow management method of claim 1 further comprising relaying the prescription transaction pick up time to the customer.
3. (Previously presented) The workflow management method of claim 1 wherein initiating the prescription transaction includes initiating the prescription transaction while in communication with the customer and reporting an outcome of initiating the prescription transaction to the customer.
4. (Previously presented) The workflow management method of claim 1 wherein checking the pharmacy drug inventory includes checking the pharmacy drug invention while in communication with the customer and reporting an outcome of checking the pharmacy drug inventory to the customer.
5. (Previously presented) The workflow management method of claim 1 wherein receiving data related to the insurance adjudication review includes receiving data related to the insurance adjudication review or refill authorization while in communication with the customer and reporting an outcome of the insurance adjudication review or refill authorization to the customer.
6. Cancelled.
7. Cancelled.

8. (Currently amended) The workflow management method of claim 1 wherein resetting the estimated pick up time of the drug prescription transaction includes resetting the estimated pick up time based on an outcome of at least one of: (i) checking the pharmacy drug inventory and (ii) obtaining insurance adjudication review or refill authorization,

wherein the outcome result increases the estimated pick up time or decreases the estimated pick up time, and further comprises prioritizing in real time the position of the prescription transaction in the work queue in accordance with the reset estimated pick up time.

9. Cancelled.

10. (Currently amended) The workflow management method of claim 1 wherein  
resetting the estimated pick up time of the drug prescription transaction includes resetting  
the estimated time to accommodate an estimated time to resolve at least one of: (i)  
insufficient pharmacy drug inventory for fulfillment of the one or more prescriptions in  
the prescription transaction and (ii) problems associated with the insurance adjudication  
review or refill authorization, and

further comprises prioritizing in real time the position of the prescription transaction in the work queue in accordance with the reset estimated pick up time.

11. (Previously presented) The workflow management method of claim 1 further comprising identifying one or more problems associated with entering data related to the drug prescription transaction.

12. Cancelled.

13. (Previously presented) The workflow management method of claim 11 further comprising informing the customer of the one or more problems.

14. (Previously presented) The workflow management method of claim 13 further comprising informing the customer of an estimated time to resolve the one or more problems.

15. (Currently amended) The workflow management method of claim 10 further comprising entering data related to at least one of: (i) insufficient drug inventory for fulfillment of one or more prescription transactions and (ii) problems associated with the insurance adjudication review or refill authorization, into an action note configured to initiate resolution of at least one of the aforementioned.

16. (Previously presented) The workflow management method of claim 15 wherein the action note is further configured to include data related to a history of the resolution.

17. (Currently amended) The workflow management method of claim 16 wherein the history of the resolution includes at least one of: (i) one or more of a description of the one or more problems, (ii) one or more steps taken toward the resolution of the one or more problems, (iii) an outcome of one or more steps taken toward the resolution of the one or more problems, (iv) a record of one or more efforts to contact the customer regarding the one or more problems, and (v) the reset prescription pick up time.

18. Cancelled.

19. Cancelled.

20. Cancelled.

21. (Currently amended) The workflow management method of claim 18 1 further comprising prioritizing in real time a position of the drug prescription transaction in the work queue based on whether the customer will wait for the drug prescription transaction to be fulfilled.

22. (Previously presented) The workflow management method of claim 21 further comprising prioritizing in real time a position of the drug prescription transaction for fulfillment among a plurality of prescription transactions in the work queue designated as transactions that customers will wait to be fulfilled based on the estimated pick up time or the reset estimated pick up time of each prescription transaction.

23. Cancelled.

24. Cancelled.

25. Cancelled.

26. (Currently amended) A computer readable memory having a computer program configured for execution by a computer system to implement a method of controlling workflow for processing a drug prescription transaction in a pharmacy, the computer program comprising program instructions for:

recording in the computer system an initial estimated pick up time by which the drug prescription transaction will be fulfilled and available to a customer after receipt of the drug prescription transaction by the pharmacy;

initiating the prescription transaction by entering into the computer system drug prescription data for one or more prescriptions comprising the transaction;

placing the prescription transaction in at least one work queue stored in the computer system, the work queue including data related to a plurality of other prescription transactions for fulfillment including an estimated pick time for each transaction;

receiving at the computer system drug inventory data related to the prescription transaction;

receiving at the computer system an outcome of a third party insurance adjudication review or a refill authorization of the prescription transaction;

prioritizing in real time a position of the prescription transaction in the work queue relative to the initial estimated pick up time or a computed reset estimated pick up time, wherein computing the reset estimated pick up time is in response to receiving data related to at least one of: (i) insufficient drug inventory for fulfillment of the one or more prescriptions, (ii) problems associated with the third party insurance adjudication review

or the refill authorization, and (iii) a number of prescription transactions in the work queue; and

recording the reset estimated pick up time, if when computed, in the computer system.

27. (Previously presented) The computer program of claim 26 further comprising relaying the prescription transaction pick up time to the customer.
28. (Previously presented) The computer program of claim 26 wherein initiating the prescription transaction includes initiating the prescription transaction while in communication with the customer and reporting an outcome of initiating the prescription transaction to the customer.
29. (Previously presented) The computer program of claim 26 wherein checking the pharmacy drug inventory includes checking the pharmacy drug invention while in communication with the customer and reporting an outcome of checking the pharmacy inventory to the customer.
30. (Previously presented) The computer program of claim 26 wherein receiving data related to the insurance adjudication review or the refill authorization includes receiving data related to the insurance adjudication review or the refill authorization while in communication with the customer and reporting an outcome of the insurance adjudication review or the refill authorization to the customer.
31. Cancelled.
32. Cancelled.

33. (Currently amended) The computer program of claim 26 wherein resetting the estimated pick up time of the drug prescription transaction includes resetting the estimated pick up time based on an outcome of at least one of: (i) checking the pharmacy drug inventory and (ii) obtaining insurance adjudication review or refill authorization, wherein the outcome requires increasing the estimated pick up time or decreasing the estimated pick up time to achieve fulfillment of the prescription transaction, and further comprises prioritizing in real time the position of the prescription transaction in the work queue in accordance with the reset estimated pick up time.

34. Cancelled.

35. (Currently amended) The computer program of claim 26 wherein resetting the estimated pick up time of the drug prescription transaction includes resetting the estimated time to accommodate an estimated time to resolve at least one of: (i) insufficient pharmacy inventory for fulfillment of the one or more prescriptions in the prescription transaction and (ii) problems associated with the insurance adjudication review or the refill authorization, and further comprises prioritizing in real time the position of the prescription transaction in the work queue in accordance with the reset estimated pick up time.

36. (Previously presented) The computer program of claim 26 further comprising identifying one or more problems associated with entering data related to the drug prescription transaction.

37. Cancelled.

38. (Previously presented) The computer program of claim 36 further comprising informing the customer of the one or more problems.

39. (Previously presented) The computer program of claim 38 further comprising informing the customer of an estimated time to resolve the one or more problems.

40. (Currently amended) The computer program of claim 35 further comprising entering data related to at least one of: (i) insufficient inventory for fulfillment of one or more prescription transactions and (ii) problems associated with the insurance adjudication review or the refill authorization, into an action note configured to initiate resolution of at least one of the aforementioned.

41. (Previously presented) The computer program of claim 40 wherein the action note is further configured to include data related to a history of the resolution.

42. (Currently amended) The ~~workflow management method~~ computer program of claim 41 wherein the history of the resolution includes at least one of: (i) one or more of a description of the one or more problems, (ii) one or more steps taken toward the resolution of the one or more problems, (iii) an outcome of one or more steps taken toward the resolution of the one or more problems, (iv) a record of one or more efforts to contact the customer regarding the one or more problems, and (v) the reset prescription pick up time.

43. Cancelled.

44. Cancelled.

45. Cancelled.

46. (Currently amended) The computer program of claim 43 26 further comprising prioritizing in real time a position of the drug prescription transaction in the work queue based on whether the customer will wait for the drug prescription transaction to be fulfilled.

47. (Previously presented) The computer program of claim 46 further comprising prioritizing in real time a position of the drug prescription transaction for fulfillment among a plurality of prescription transactions in the work queue designated as transactions that customers will wait to be fulfilled based on the default pick up time, the estimated pick up time or the reset estimated pick up time of each prescription transaction.

~~48-82. 48-84.~~ Cancelled.

85. (Previously presented) The workflow management method of claim 1 comprising:

entering into the computer system a default pick up time, wherein the default pick up time includes a given period of time executed by the computer program.

86. (Previously presented) The workflow management method of claim 1 wherein the estimated pick up time or the reset estimated pick up time includes a time less than the maximum period of time.

87 (Previously presented) The workflow management method of claim 85 wherein the estimated pick up time, the reset estimated pick up time, or the default pick up time includes a time less than the maximum period of time.

88. (Previously presented) The computer program of claim 26 comprising instructions for:

prioritizing in real time a position of the prescription transaction in the work queue by identifying the transaction as a waiter prescription transaction and placing the waiter prescription transaction in the work queue in a priority position for fulfillment relative to the positions of the plurality of other prescription transactions in the work queue,

wherein the waiter prescription transaction includes prescriptions being processed for fulfillment while a customer waits for the processing and fulfillment of the prescription transaction.

89. (Previously presented) The computer program of claim 88 comprising instructions for:

prioritizing in real time a position of the waiter prescription transaction in the work queue among a plurality of other waiter prescription transactions in the work queue relative to the initial estimated pick up time or the computed reset estimated pick up time of the waiter prescription transaction.

90. (Previously presented) The computer program of claim 88 comprising instructions for:

computing the initial estimated pick up time of the waiter prescription transaction including:

determining a total number of prescriptions in the waiter prescription transaction;

determining a total number of waiter prescriptions in the work queue within a first given period of time and identify the first given period of time as a first pick up time;

adding a percentage of a total number of non-waiter prescriptions in the work queue to the total number of waiter prescriptions in the work queue to determine a total number of prescriptions within a second period of time and identifying the second period of time as a second pick up time, wherein the non-waiter prescriptions include prescriptions being processed for fulfillment without customers waiting for the processing and fulfillment of the prescription transactions;

comparing the first pick up time and the second pickup time with a default pick up time, the default pick up time being a programmed maximum wait time stored in the computer system for a waiter prescription transaction, wherein

if the first pick up time is less than the default pick up time, recording the first pick up time as the initial estimated pick up time, or

if the first pick up time is less than the default pick up time and the second pick up time is more than the default pick up time, recording the default pick up time as the initial estimated pick up time, or

if the first and the second pick up times are less than the default pick up time, recording the second pick up time as the initial estimated pick up time.